Customer Service Report for ASB
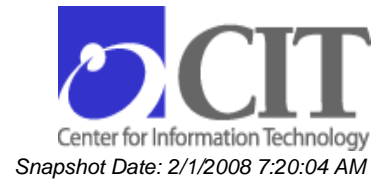
For the period: Tuesday, January 01, 2008 12:00:00 AM to Thursday, January 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
ASR											
Colocation-OFF	0	0	0	1	0	0	0	0	1	0	0
Colocation-ON	0	0	0	3	0	1	0	0	2	0	0
Other	0	0	0	34	0	12	0	0	22	0	0
Unix	0	0	0	28	0	4	0	0	24	0	0
Back Office Support											
Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
Connectivity											
VPN	0	1	0	0	0	0	1	0	0	0	0
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	7
OS/390											
Other Software	0	1	0	0	0	1	0	0	0	0	0
Printer/VPS	0	0	0	21	0	1	0	0	20	0	0
Security											
General Info	0	1	0	0	0	0	0	0	0	1	0
Grand Total:	**2**	**3**	**0**	**87**	**0**	**20**	**1**	**0**	**70**	**1**	**0**

Total Tickets Closed:	**71**
Total Tickets Assigned/Pending/Checked Out:	**21**
Total Tickets Created:	**92**